

Aging and People with Disabilities

Case Manager Training Curriculum

Required Training

DHS/OHA NEW EMPLOYEES ONLY 2014 P-101 *General Privacy*

The course introduces employees to the importance of protecting private data, relevant laws, and best practices for handling sensitive information used in DHS and OHA operations. Topics include: recognizing and protecting private information; relevant privacy laws such as HIPAA and the Privacy Act; the data lifecycle; use and sharing of private information; best practices for storing, transporting, and protecting private data; and reporting privacy incidents.

Length of Training: Self-paced

Location: At your desk

DHS/OHA NEW EMPLOYEES ONLY 2014 S-103 *Information Security*

The course introduces employees to common security threats, relevant laws, best practices, and the importance of protecting information used in DHS and OHA operations. Topics include: recognizing and avoiding various security threats such as social engineering scams, viruses, and malware; protecting mobile devices and data; acceptable use of computing systems and information; file storage and backup; strong passwords; and reporting security incidents.

Length of Training: Self-paced

Location: At your desk

Cultural Competency & Diversity at DHS and OHA: *Valuing, Embracing and Implementing*

This highly interactive training will help increase your ability to use culturally competent behaviors; to identify opportunities for increasing culturally competent services to clients, consumers, citizens, or internal customers; and to continue the journey of becoming more culturally competent in your workplace at DHS.

Length of Training: 1 day

Location: Salem and other local areas

DHS Core Values Training

This training focuses on the DHS Core Values - Integrity, Stewardship, Responsibility, Respect, Professionalism, Innovation, and Service Equity. This course builds on the foundation of the values and how the values can be brought to life in our work in assisting people to be healthy, safe and independent.

Length of Training: ½ day

Location: Salem and other local areas

Online: Creating and Maintaining a Respectful, Harassment and Discrimination Free Workplace

This eLearning course features scenarios and interactive content designed to give a basic understanding of these essential workplace policies for DHS/OHA and the State of Oregon:

- Discrimination and Harassment-Free Workplace Policy
- Maintaining a Professional Workplace Policy

Length of Training: Self-paced

Location: At your desk

Online: LDMS Awareness eLearning Training Course

This training has been designed to help DHS and OHA staffs understand what LDMS is and why both agencies have chosen to incorporate it into their everyday work. This course's objectives are to help you learn to:

- Identify the foundation of operational excellence;
- Identify the purpose of LDMS;
- Identify the purpose of a primary visual display (PVD);
- Identify the purpose of huddles; and
- Recognize the purpose of a continuous improvement (CI) meeting.

Length of Training: Self-paced

Location: At your desk

Online: SNAP Civil Rights – 2014

This course describes the civil rights of persons receiving or applying for benefits from the Supplemental Nutrition Assistance Program (SNAP) or other cash benefits. This is a required course for anyone working with Self-Sufficiency Programs and SNAP benefits. It is beneficial and recommended for other DHS staff and community partners. This course must be taken yearly.

Length of Training: Self-paced

Location: At your desk

Highly Recommended Training

APD Oregon ACCESS Basics

Registrants will gain a basic knowledge and understand the Oregon ACCESS system. They will gain knowledge in: Log In and Navigation within ACCESS; Tool Bar functions; Online Help functions; Search functions; Screening and Case setup; How to make changes; Printing forms; Ticklers; Reports; and Narration. They will gain a basic knowledge of how to integrate ACCESS with CMS. This is not a policy class and policy application will not be covered.

Length of Training: 1 day

Location: Salem

APD Eligibility 101 (Basic)

In-depth training on: WEBM, FIND/Internet Manuals/Help Windows. Overview of Agency - field & central office structure/mission statement & philosophy, SS Act. This class covers an overview of programs, concepts of programs/eligibility/ acronyms/waivered services basics.

Length of Training: 2 ½ day course

Location: Salem

APD Eligibility 201 (Introduction)

This is the second in a series of two courses about Medicaid program eligibility for APD. Programs covered are the Medicare Savings Programs, OSIP and OSIPM. Attendees should have done at least 10 intakes and attempted to apply policy and code cases to issue correct benefits. This course is conducted over 5 days.

Length of Training: 5 days

Location: Salem

APD CBC: 512

Covers payment process screens, utility screens, and the Cookbook. This system is used for payments to community based care facilities.

Length of Training: 2 days

Location: Salem

ADP Case Management Essentials

This training is intended for APD/AAA Medicaid Case Managers who have been in their positions for one year or less. Case Management Essentials is an introduction to the programs and services administered in your daily job duties. The training will primarily focus on the following: Medicaid overview/1915k; Waivered Case Management; Case Manager roles & responsibilities; assessment & interviewing techniques; narration; Person-Centered planning; In-home services; CBC overview; NF program; Adult Day Services; Special Needs; service planning; core K services including ancillary services; notice writing/hearings; fraud; exceptions; APS & safety and advocacy.

Length of Training: 4 days

Location: Salem

Working with Challenging Behaviors

This training is intended for APD/AAA Medicaid Case Managers. The training will focus on improving interviewing skills particularly when working with individuals exhibiting challenging behaviors.

The format of the class involves a lot of participant interaction in order to meet the needs of the Case Managers taking the time to attend. There are general areas that are addressed such as working with someone exhibiting challenging behaviors often demonstrated by individuals who have experienced a Brain Injury, or someone exhibiting challenging behaviors related to a Personality Disorder.

This is not a diagnostic or treatment class.

Registration closes at 5pm the Thursday before the class begins.

Length of Training: 2 days

Location: Salem

Service Priority Level (SPL) Rule Training

This training is intended for APD/AAA Medicaid Case Managers only and registration is limited to staff who apply service priority definitions when completing assessments as part of their current job. The majority of the service priority rules in 411-015 will be covered, but the primary focus of this training will be the application of the ADL definitions for assessments. A portion of this class will be interactive using scenarios to practice the application of this rule.

Length of Training: 3 days

Location: Salem

CAPS Basics

This training is for APD/AAA local office staff only and registration is limited to staff that use OACCESS CAPS as part of their job. It is a class on “how to” use CAPS and does not cover SPL administrative rule. This CAPS Basics training session is a beginning level class intended for individuals new to using CAPS. Participants in the CAPS Basics training will receive demonstrations on how to enter Title XIX, OPI and State Plan Personal Care (SPPC) assessments; the importance of maintaining and inputting client details; setting up and modeling basic nursing facility, CBC facility and in-home service plans; learn to skillfully and efficiently navigate through all the CAPS components; view and print forms and reports. This class will be an interactive, hands-on class using the OACCESS training region to practice skills in the three CAPS components of assessments, client details and service planning.

Length of Training: 2 days

Location: Salem

Independent Choices Program Training ICP

This training will cover the rules and program requirements for ICP.

Length of Training: 1 day

Location: Salem

Advanced Service Planning

Advanced Service Planning is a two day In-Home Service Planning classroom training to assist APD/AAA Medicaid case managers, transition/diversion case managers and their managers. The material will cover the CMS waivers, service options, working as an active member of the interdisciplinary team focusing on person centered care planning; developing comprehensive in home service plans that require more than the maximum hours assessed or are geared towards transitioning or diverting clients from alternative care settings, and OAR discussion. This class will be instructed by multiple staff from the APD Medicaid Long Term Care Systems Unit.

Length of Training: 2 days

Location: Salem

Employed Persons with Disabilities (EPD)

This training covers disability, adjusted income calculation, EIE, approved account, client contribution, premium, CMS Coding, and ACCESS.

Length of Training: 1 day

Location: Salem

APD Presumptive Medicaid Training

Core APD program training on the Presumptive Medicaid program, which includes training on program specific forms, relevant Oregon ACCESS screens, VERSA screens, BEIN screens and the impact of SSA disability determinations on Presumptive Medicaid decisions. Training also covers elements of the Presumptive Medicaid disability determination process, including the concept of new and worsened medical conditions, medical terminology and medical abbreviations as they relate to the Presumptive Medicaid application and case review process.

Length of Training: 1 day

Location: Salem

APD Advanced Eligibility Calculations and Trusts

Course covers liability calculations for clients in nursing facilities or receiving waived services, resource assessment calculations, and annuity disqualification calculations. In addition, covers information on trusts, including income cap trust liability calculations.

Length of Training: 1 day

Location: Salem

DD and Mental Health Eligibility for OSIPM/QMB

Class will cover advanced eligibility criteria for OSIPM and QMB programs for clients with developmental disabilities and mental health disabilities.

Topics include: DD waivers, mental health 24-hour residential eligibility and coding. Prerequisites: APD 101, APD 201, Advanced Eligibility Calculations and Trusts, EPD or instructor consent.

Length of Training: 1 day

Location: Salem

Computer Connections

This is a three day computer course. It is the second required class for SSP field staff. It covers DHR, TRACs, and Internet / Intranet of DHS

Students must have a RACF ID, Password, and Signed the DHS Policy & Procedure Summary Form (DHS 2400).

- DAY 1 - Navigation techniques, usage, plus reading of DHR screens that HSS1's, HSS3's, and CM's should know. Policy related to confidentiality, partner screens, and use of information technology is also covered.
- Day 2 – DHR shortcuts and productivity is the focus. Customization / Building of Toolbars, Quick keys, Macro's, Pop Pads, and Keyboard Mapping is covered. Changing Colors is also covered.
- Day 3 – DHS Internet and Intranet. TRACs is the primary focus: Case Views, Plan Views, Branch Views, Printing, Managing / Building Person of Interest Lists, Creating Excel Documents, Narrations (writing and viewing), Narration Policy, Shortcuts, and locking worker Preferences is covered. Briefly touched are Windows shortcuts (hide file extensions, H-Drive, and single clicking) Activities are done throughout the course.

Workers, if properly mapped to their H-Drive in their district, will leave with: - basic toolbar shortcuts - a basic pop pad - access to standardized keyboard mapping - and the knowledge to create their own shortcuts in the future or specific to their job duties

Length of Training: 3 days (APD/AAA staff do not usually attend day 3)

Location: Salem and other areas

SNAP Basics (Supplemental Nutrition Assistance Program)

This course covers the basics of SNAP eligibility, including interviewing and narrative guideline strategies. Topics include the application process, eligibility groups, categorical eligibility, budgeting income and verification, medical deductions, reporting systems, use of decision notices, processing the SRS Interim Report and an introduction to CAPI.

Length of Training: 5 days

Location: Salem and other areas

Ask Diversity: An Introduction to P.A.U.S.E.

The Introduction to P.A.U.S.E. course is designed to introduce learners to the basic fundamentals necessary to begin applying diversity thinking to everyday decision-making. By the end of the course, participants should be able to: 1) Understand how diversity, inclusion, cultural competency, social justice, and equity are core to the work of DHS; 2) Recognize how biases and assumptions get in the way of sound decision-making; and 3) Apply the P.A.U.S.E. model of decision-making to everyday work.

P.A.U.S.E. is a flexible tool that allows teams and individuals to take a people-centric approach in their decision-making processes. So often, we are pressured to go so fast that we make snap judgments that may lead to costly errors. These errors may have unintended consequences, such as making services more difficult to access for certain populations of clients. By being intentional about creating inclusive outcomes, the P.A.U.S.E. methodology can lead to enormous dividends in fostering a welcoming work environment as well as delivering equitable services for all our clients.

Length of Training: 1 day

Location: Salem and other local areas

On The Job Training

Eligibility Workers will work with their assigned coaches to be trained on specific tasks that they will be doing in their positions.

Length of Training: Forever and ever

Location: Local office